



TRAVEL INFORMATION & POLICY

Subject:	Number:
Airline Credit – Cancelled Flights/Reservations	TIP 18-02
	Date Issued:
	January 19, 2018
References:	Expires:
Travel Guide Commercial Air Travel	Until Rescinded

Purpose: To remind employees the importance of utilizing airline credits from unused or cancelled reservations before they expire.

Background: As a best practice, employees usually purchase non-refundable airline tickets for state business travel. In cases where reservations are cancelled and tickets are unused, airlines issue credit to the travelers which are valid for one year from the issue date.

Employees should monitor their unused airline tickets. Credit issued for an unused ticket should be applied toward a new ticket booked prior to the expiration date. The actual travel date(s) can be later than the booking date.

Accounting will periodically send reminders to employees and their supervisors on the status of the employee's unused ticket credit(s).

Required Action: Supervisors should check for any unused credits prior to approving an employee's travel request in Concur.

If you have questions about this TIP, please contact Cassie Baba at (916) 227-8652 or the Travel Information Line at (916) 227-9061.

To view the Department's travel policies, please visit the [Caltrans Travel Guide](#).

For individuals with sensory disabilities, documents may be obtained in alternate formats. To obtain such services, please e-mail Cassie.Baba@dot.ca.gov. TTY users may also call (800) 735-2922.